

Enterprise Incident Report February 2012

As of 3/1/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution			
				High	Low	Medium	FCR Total
Environmental Quality	Application Services	Bill Felt	None	0 0	0 0	1 0	1 0
			Product Total	0 0	0 0	1 0	1 0
		Martin Gonzalez	None	0 0	1 1	0 0	1 1
			Novell GroupWise	0 0	1 1	0 0	1 1
			Product Total	0 0	2 2	0 0	2 2
		Paul Lundell	Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Tony Larsen	None	0 0	1 0	0 0	1 0
			Novell GroupWise 32-bit	1 0	0 0	0 0	1 0
			Product Total	1 0	1 0	0 0	2 0
		Tracy Goble	ZENworks for Desktops	1 0	3 0	0 0	4 0

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				High	Low	Medium	FCR Total
Environmental Quality	Application Services	Tracy Goble	Product Total	1 0	3 0	0 0	4 0
		Assigned to Individual Total		2 0	8 2	1 0	11 2
	Capitol Hosting	Conn Peterson	Gmail	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	None	0 0	1 1	0 0	1 1
			Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Product Total	0 0	3 3	0 0	3 3
		Eileen Dubach	None	0 0	1 1	0 0	1 1
			Utah Master Directory	0 0	1 1	0 0	1 1
			Product Total	0 0	2 2	0 0	2 2
		Vicky Marrelli	None	0 0	2 2	0 0	2 2
			Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Product Total	0 0	4 4	0 0	4 4

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				High	Low	Medium	FCR Total
Environmental Quality	Help Desk	Assigned to Individual Total		0	9	0	9
				0	9	0	9
	Metro B Desktop Support	Anthony Booyse	Adobe Acrobat	0	1	0	1
				0	0	0	0
			None	0	6	0	6
				0	1	0	1
			Novell Client for 32-bit Windows	0	1	0	1
				0	0	0	0
			Product Total	0	8	0	8
				0	1	0	1
		Bill Crowther	Internet Explorer	0	1	0	1
				0	0	0	0
			None	0	21	0	21
				0	6	0	6
			ZENworks for Desktops	0	1	0	1
				0	0	0	0
			Product Total	0	23	0	23
				0	6	0	6
		Cindy Reed	None	0	2	1	3
				0	0	0	0
			Product Total	0	2	1	3
				0	0	0	0
		Jay Locker	Microsoft Excel	0	1	0	1
				0	0	0	0
			None	0	2	0	2
				0	0	0	0
			Product Total	0	3	0	3
				0	0	0	0

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				High	Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Ken Bolkcom	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Product Total	0 0	7 0	0 0	7 0
		Michael Barth	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	18 0	0 0	18 0
			Product Total	0 0	19 0	0 0	19 0
		Tyler Pearce	Microsoft Office	0 0	1 0	0 0	1 0
			None	0 0	8 4	0 0	8 4
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	10 4	0 0	10 4
		Wayne Higgs	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	10 0	0 0	10 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0

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				High	Low	Medium	FCR Total
Environmental Quality	Metro B Desktop Support	Wayne Higgs	Product Total	0 0	13 0	0 0	13 0
		Assigned to Individual Total		0 0	85 11	1 0	86 11
	Metro B Help Desk	Ed Conrad	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	1 1	0 0	1 1
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Product Total	0 0	5 3	0 0	5 3
		Gary Graham	None	0 0	4 3	0 0	4 3
			Novell GroupWise	0 0	1 0	0 0	1 0
			Novell Messenger	0 0	1 1	0 0	1 1
			PGP	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	3 1	0 0	3 1
			Product Total	0 0	10 5	0 0	10 5
		Gavin Barney	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0

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				High	Low	Medium	FCR Total
Environmental Quality	Metro B Help Desk	Gavin Barney	ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Janet Hongsyvilay	Ipads	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 1	0 0	1 1
			Microsoft Office	0 0	1 1	0 0	1 1
			Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			None	0 0	11 6	0 0	11 6
			Novell Client for 32-bit Windows	0 0	2 2	0 0	2 2
			Novell GroupWise	0 0	2 1	0 0	2 1
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	22 11	0 0	22 11
		Torri Randa	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Val Shepherd	Acrobat Reader	0 0	1 1	0 0	1 1

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				High	Low	Medium	FCR Total
Environmental Quality	Metro B Help Desk	Val Shepherd	Adobe Acrobat	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	1 1	0 0	1 1
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	5 2	0 0	5 2
			Novell Client for 32-bit Windows	0 0	4 3	0 0	4 3
			Novell GroupWise	0 0	2 1	0 0	2 1
			ZENworks for Desktops	0 0	2 1	0 0	2 1
			Product Total	0 0	17 9	0 0	17 9
	Assigned to Individual Total			0 0	58 28	0 0	58 28
	Metro B Hosting	James Gramse	Microsoft Excel	0 0	1 1	0 0	1 1
			None	1 0	1 0	0 0	2 0
			Product Total	1 0	2 1	0 0	3 1
		Assigned to Individual Total			1 0	2 1	0 0
	Metro C Help Desk	Reed Stohel	Novell GroupWise	0 0	1 1	0 0	1 1

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				High	Low	Medium	FCR Total	
Environmental Quality	Metro C Help Desk	Reed Stohel	Product Total	0 0	1 1	0 0	1 1	
		Assigned to Individual Total		0 0	1 1	0 0	1 1	
		Security	Sharon Smith	None	0 0	1 0	0 0	1 0
	Product Total			0 0	1 0	0 0	1 0	
	Assigned to Individual Total		0 0	1 0	0 0	1 0		
	Strategic Communications		Brian Walls	None	0 0	1 0	0 0	1 0
				Product Total	0 0	1 0	0 0	1 0
		Dennis Rogers	None	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Luis Larios	None	0 0	4 0	0 0	4 0	
			Product Total	0 0	4 0	0 0	4 0	
			Assigned to Individual Total		0 0	6 0	0 0	6 0
		Voice Operations	Britany Finlay	Telephone	0 0	2 0	0 0	2 0
				Product Total	0 0	2 0	0 0	2 0

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				High	Low	Medium	FCR Total
Environmental Quality	Voice Operations	Kelly Johnson	Telephone	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Leon Owen	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	Telephone	0 0	1 1	0 0	1 1
			Product Total	0 0	1 1	0 0	1 1
		Assigned to Individual Total			0 0	7 1	0 0
	Customer Company Total			3 0	178 53	2 0	183 53
	Customer Company Total				3 0	178 53	2 0

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Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response			
				High	Low	Medium	MIR Total
Environmental Quality	Application Services	Bill Felt	None	0	0	1	1
				0	0	0	0
			Product Total	0	0	1	1
				0	0	0	0
		Martin Gonzalez	None	0	1	0	1
				0	1	0	1
			Novell GroupWise	0	1	0	1
				0	0	0	0
			Product Total	0	2	0	2
				0	1	0	1
		Paul Lundell	Novell GroupWise	0	2	0	2
				0	0	0	0
			Product Total	0	2	0	2
				0	0	0	0
		Tony Larsen	None	0	1	0	1
				0	0	0	0
			Novell GroupWise 32-bit	1	0	0	1
				0	0	0	0
			Product Total	1	1	0	2
				0	0	0	0
		Tracy Goble	ZENworks for Desktops	1	3	0	4
				0	2	0	2

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				High	Low	Medium	MIR Total	
Environmental Quality	Application Services	Tracy Goble	Product Total	10	32	00	42	
		Assigned to Individual Total		20	83	10	113	
		Capitol Hosting	Conn Peterson	Gmail	00	11	00	11
	Product Total			00	11	00	11	
	Assigned to Individual Total		00	11	00	11		
	Help Desk		Brenda Treadway	None	00	10	00	10
				Novell Client for 32-bit Windows	00	20	00	20
		Product Total		00	30	00	30	
		Eileen Dubach		None	00	10	00	10
			Utah Master Directory	00	10	00	10	
			Product Total	00	20	00	20	
		Vicky Marrelli	None	00	20	00	20	
			Novell Client for 32-bit Windows	00	20	00	20	
			Product Total	00	40	00	40	

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				High	Low	Medium	MIR Total
Environmental Quality	Help Desk	Assigned to Individual Total		0	9	0	9
				0	0	0	0
	Metro B Desktop Support	Anthony Booyse	Adobe Acrobat	0	1	0	1
				0	0	0	0
			None	0	6	0	6
				0	0	0	0
			Novell Client for 32-bit Windows	0	1	0	1
				0	0	0	0
			Product Total	0	8	0	8
				0	0	0	0
		Bill Crowther	Internet Explorer	0	1	0	1
				0	0	0	0
			None	0	21	0	21
				0	2	0	2
			ZENworks for Desktops	0	1	0	1
				0	0	0	0
			Product Total	0	23	0	23
				0	2	0	2
		Cindy Reed	None	0	2	1	3
				0	0	0	0
			Product Total	0	2	1	3
				0	0	0	0
		Jay Locker	Microsoft Excel	0	1	0	1
				0	0	0	0
			None	0	2	0	2
				0	0	0	0
			Product Total	0	3	0	3
				0	0	0	0

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				High	Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	Ken Bolkcom	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Product Total	0 0	7 0	0 0	7 0
		Michael Barth	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	18 1	0 0	18 1
			Product Total	0 0	19 1	0 0	19 1
		Tyler Pearce	Microsoft Office	0 0	1 0	0 0	1 0
			None	0 0	8 0	0 0	8 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	10 0	0 0	10 0
		Wayne Higgs	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	10 1	0 0	10 1
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0

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				High	Low	Medium	MIR Total
Environmental Quality	Metro B Desktop Support	Wayne Higgs	Product Total	0 0	13 1	0 0	13 1
		Assigned to Individual Total		0 0	85 4	1 0	86 4
	Metro B Help Desk	Ed Conrad	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Gary Graham	None	0 0	4 1	0 0	4 1
			Novell GroupWise	0 0	1 0	0 0	1 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	3 1	0 0	3 1
			Product Total	0 0	10 2	0 0	10 2
		Gavin Barney	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0

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				High	Low	Medium	MIR Total
Environmental Quality	Metro B Help Desk	Gavin Barney	ZENworks for Desktops	0	1	0	1
				0	1	0	1
			Product Total	0	2	0	2
				0	1	0	1
		Janet Hongsyvilay	Ipads	0	1	0	1
				0	0	0	0
			Microsoft Excel	0	1	0	1
				0	0	0	0
			Microsoft Office	0	1	0	1
				0	0	0	0
			Microsoft Office Professional 2010	0	3	0	3
				0	0	0	0
			None	0	11	0	11
				0	2	0	2
			Novell Client for 32-bit Windows	0	2	0	2
				0	0	0	0
			Novell GroupWise	0	2	0	2
				0	1	0	1
			ZENworks for Desktops	0	1	0	1
				0	1	0	1
			Product Total	0	22	0	22
				0	4	0	4
		Torri Randa	None	0	2	0	2
				0	2	0	2
			Product Total	0	2	0	2
				0	2	0	2
		Val Shepherd	Acrobat Reader	0	1	0	1
				0	0	0	0

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				High	Low	Medium	MIR Total
Environmental Quality	Metro B Help Desk	Val Shepherd	Adobe Acrobat	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell Client for 32-bit Windows	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	2 1	0 0	2 1
			Product Total	0 0	17 1	0 0	17 1
	Assigned to Individual Total			0 0	58 10	0 0	58 10
	Metro B Hosting	James Gramse	Microsoft Excel	0 0	1 0	0 0	1 0
			None	1 0	1 0	0 0	2 0
			Product Total	1 0	2 0	0 0	3 0
		Assigned to Individual Total			1 0	2 0	0 0
	Metro C Help Desk	Reed Stohel	Novell GroupWise	0 0	1 0	0 0	1 0

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				High	Low	Medium	MIR Total	
Environmental Quality	Metro C Help Desk	Reed Stohel	Product Total	0 0	1 0	0 0	1 0	
		Assigned to Individual Total		0 0	1 0	0 0	1 0	
		Security	Sharon Smith	None	0 0	1 0	0 0	1 0
	Product Total			0 0	1 0	0 0	1 0	
	Assigned to Individual Total		0 0	1 0	0 0	1 0		
	Strategic Communications		Brian Walls	None	0 0	1 0	0 0	1 0
		Product Total		0 0	1 0	0 0	1 0	
		Dennis Rogers	None	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Luis Larios	None	0 0	4 1	0 0	4 1	
			Product Total	0 0	4 1	0 0	4 1	
			Assigned to Individual Total		0 0	6 1	0 0	6 1
		Voice Operations	Britany Finlay	Telephone	0 0	2 0	0 0	2 0
				Product Total	0 0	2 0	0 0	2 0

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				High	Low	Medium	MIR Total	
Environmental Quality	Voice Operations	Kelly Johnson	Telephone	0 0	3 0	0 0	3 0	
			Product Total	0 0	3 0	0 0	3 0	
		Leon Owen	Telephone	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorenson	Telephone	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Assigned to Individual Total			0 0	7 0	0 0	7 0
		Customer Company Total			3 0	178 19	2 0	183 19
	Customer Company Total			3 0	178 19	2 0	183 19	

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Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours			
				High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Bill Felt	None	0 0.00	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	None	0 0.00	1 2.80	0 0.00	1 2.80
			Novell GroupWise	0 0.00	1 0.35	0 0.00	1 0.35
			Product Total	0 0.00	2 1.58	0 0.00	2 1.58
		Paul Lundell	Novell GroupWise	0 0.00	2 0.13	0 0.00	2 0.13
			Product Total	0 0.00	2 0.13	0 0.00	2 0.13
		Tony Larsen	None	0 0.00	1 0.12	0 0.00	1 0.12
			Novell GroupWise 32-bit	1 0.00	0 0.00	0 0.00	1 0.00
			Product Total	1 0.00	1 0.12	0 0.00	2 0.06
		Tracy Goble	ZENworks for Desktops	1 0.12	3 1.13	0 0.00	4 0.87

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				High	Low	Medium	ATTIR Total
Environmental Quality	Application Services	Tracy Goble	Product Total	1 0.12	3 1.13	0 0.00	4 0.87
		Assigned to Individual Total		2 0.06	8 0.86	1 0.00	11 0.64
	Capitol Hosting	Conn Peterson	Gmail	0 0.00	1 4.71	0 0.00	1 4.71
			Product Total	0 0.00	1 4.71	0 0.00	1 4.71
		Assigned to Individual Total		0 0.00	1 4.71	0 0.00	1 4.71
	Help Desk	Brenda Treadway	None	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	1 0.90	0 0.00	1 0.90
			Product Total	0 0.00	2 0.45	0 0.00	2 0.45
		Vicky Marrelli	None	0 0.00	2 0.00	0 0.00	2 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00

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				High	Low	Medium	ATTIR Total
Environmental Quality	Help Desk	Assigned to Individual Total		0 0.00	9 0.10	0 0.00	9 0.10
	Metro B Desktop Support	Anthony Booyse	Adobe Acrobat	0 0.00	1 0.14	0 0.00	1 0.14
			None	0 0.00	6 0.36	0 0.00	6 0.36
			Novell Client for 32-bit Windows	0 0.00	1 0.74	0 0.00	1 0.74
			Product Total	0 0.00	8 0.38	0 0.00	8 0.38
		Bill Crowther	Internet Explorer	0 0.00	1 0.46	0 0.00	1 0.46
			None	0 0.00	21 0.28	0 0.00	21 0.28
			ZENworks for Desktops	0 0.00	1 0.93	0 0.00	1 0.93
			Product Total	0 0.00	23 0.32	0 0.00	23 0.32
		Cindy Reed	None	0 0.00	2 0.77	1 0.08	3 0.54
			Product Total	0 0.00	2 0.77	1 0.08	3 0.54
		Jay Locker	Microsoft Excel	0 0.00	1 0.88	0 0.00	1 0.88
			None	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	3 0.29	0 0.00	3 0.29

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				High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Ken Bolkcom	Microsoft Office Professional 2010	0 0.00	1 0.00	0 0.00	1 0.00
			None	0 0.00	6 0.25	0 0.00	6 0.25
			Product Total	0 0.00	7 0.22	0 0.00	7 0.22
		Michael Barth	Microsoft Office Professional 2010	0 0.00	1 0.06	0 0.00	1 0.06
			None	0 0.00	18 0.21	0 0.00	18 0.21
			Product Total	0 0.00	19 0.20	0 0.00	19 0.20
		Tyler Pearce	Microsoft Office	0 0.00	1 0.19	0 0.00	1 0.19
			None	0 0.00	8 0.04	0 0.00	8 0.04
			Novell GroupWise	0 0.00	1 0.39	0 0.00	1 0.39
			Product Total	0 0.00	10 0.09	0 0.00	10 0.09
		Wayne Higgs	Microsoft Word	0 0.00	1 0.27	0 0.00	1 0.27
			None	0 0.00	10 0.35	0 0.00	10 0.35
			Novell Client for 32-bit Windows	0 0.00	1 0.85	0 0.00	1 0.85
			ZENworks for Desktops	0 0.00	1 0.07	0 0.00	1 0.07

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Environmental Quality

				High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Desktop Support	Wayne Higgs	Product Total	0 0.00	13 0.36	0 0.00	13 0.36
			Assigned to Individual Total	0 0.00	85 0.28	1 0.08	86 0.28
	Metro B Help Desk	Ed Conrad	None	0 0.00	1 0.23	0 0.00	1 0.23
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00
			Novell GroupWise 32-bit	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.05	0 0.00	5 0.05
		Gary Graham	None	0 0.00	4 0.67	0 0.00	4 0.67
			Novell GroupWise	0 0.00	1 0.12	0 0.00	1 0.12
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 0.29	0 0.00	1 0.29
			ZENworks for Desktops	0 0.00	3 0.97	0 0.00	3 0.97
			Product Total	0 0.00	10 0.60	0 0.00	10 0.60
		Gavin Barney	Novell Client for 32-bit Windows	0 0.00	1 0.98	0 0.00	1 0.98

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Environmental Quality

				High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Help Desk	Gavin Barney	ZENworks for Desktops	0 0.00	1 3.06	0 0.00	1 3.06
			Product Total	0 0.00	2 2.02	0 0.00	2 2.02
		Janet Hongsyvilay	Ipads	0 0.00	1 0.25	0 0.00	1 0.25
			Microsoft Excel	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Office Professional 2010	0 0.00	3 0.33	0 0.00	3 0.33
			None	0 0.00	11 0.68	0 0.00	11 0.68
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	2 0.95	0 0.00	2 0.95
			ZENworks for Desktops	0 0.00	1 3.07	0 0.00	1 3.07
			Product Total	0 0.00	22 0.63	0 0.00	22 0.63
		Torri Randa	None	0 0.00	2 1.29	0 0.00	2 1.29
			Product Total	0 0.00	2 1.29	0 0.00	2 1.29
		Val Shepherd	Acrobat Reader	0 0.00	1 0.00	0 0.00	1 0.00

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As of 3/1/2012

Environmental Quality

				High	Low	Medium	ATTIR Total
Environmental Quality	Metro B Help Desk	Val Shepherd	Adobe Acrobat	0 0.00	1 0.19	0 0.00	1 0.19
			Cisco AnyConnect VPN	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Word	0 0.00	1 0.73	0 0.00	1 0.73
			None	0 0.00	5 0.13	0 0.00	5 0.13
			Novell Client for 32-bit Windows	0 0.00	4 0.23	0 0.00	4 0.23
			Novell GroupWise	0 0.00	2 0.30	0 0.00	2 0.30
			ZENworks for Desktops	0 0.00	2 1.57	0 0.00	2 1.57
			Product Total	0 0.00	17 0.36	0 0.00	17 0.36
	Assigned to Individual Total			0 0.00	58 0.57	0 0.00	58 0.57
	Metro B Hosting	James Gramse	Microsoft Excel	0 0.00	1 0.13	0 0.00	1 0.13
			None	1 0.59	1 0.00	0 0.00	2 0.30
			Product Total	1 0.59	2 0.07	0 0.00	3 0.24
		Assigned to Individual Total			1 0.59	2 0.07	0 0.00
	Metro C Help Desk	Reed Stohel	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

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Environmental Quality

				High	Low	Medium	ATTIR Total
Environmental Quality	Metro C Help Desk	Reed Stohel	Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Security	Sharon Smith	None	0 0.00	1 0.73	0 0.00	1 0.73
			Product Total	0 0.00	1 0.73	0 0.00	1 0.73
		Assigned to Individual Total		0 0.00	1 0.73	0 0.00	1 0.73
	Strategic Communications	Brian Walls	None	0 0.00	1 0.21	0 0.00	1 0.21
			Product Total	0 0.00	1 0.21	0 0.00	1 0.21
		Dennis Rogers	None	0 0.00	1 0.35	0 0.00	1 0.35
			Product Total	0 0.00	1 0.35	0 0.00	1 0.35
		Luis Larios	None	0 0.00	4 0.50	0 0.00	4 0.50
			Product Total	0 0.00	4 0.50	0 0.00	4 0.50
		Assigned to Individual Total		0 0.00	6 0.43	0 0.00	6 0.43
	Voice Operations	Britany Finlay	Telephone	0 0.00	2 0.26	0 0.00	2 0.26
			Product Total	0 0.00	2 0.26	0 0.00	2 0.26

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Environmental Quality

				High	Low	Medium	ATTIR Total
Environmental Quality	Voice Operations	Kelly Johnson	Telephone	0 0.00	3 0.24	0 0.00	3 0.24
			Product Total	0 0.00	3 0.24	0 0.00	3 0.24
		Leon Owen	Telephone	0 0.00	1 0.47	0 0.00	1 0.47
			Product Total	0 0.00	1 0.47	0 0.00	1 0.47
		Romanza Hamblin Sorensen	Telephone	0 0.00	1 0.16	0 0.00	1 0.16
			Product Total	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total			0 0.00	7 0.27	0 0.00
	Assigned Group Total			3 0.24	178 0.42	2 0.04	183 0.41
	Customer Company Total				3 0.24	178 0.42	2 0.04

Enterprise Incident Report February 2012

As of 3/1/2012

Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution			
				High	Low	Medium	MR Total
Environmental Quality	Application Services	Bill Felt	None	0 0	0 0	1 0	1 0
			Product Total	0 0	0 0	1 0	1 0
		Martin Gonzalez	None	0 0	1 0	0 0	1 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Paul Lundell	Novell GroupWise	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Tony Larsen	None	0 0	1 0	0 0	1 0
			Novell GroupWise 32-bit	1 0	0 0	0 0	1 0
			Product Total	1 0	1 0	0 0	2 0
		Tracy Goble	ZENworks for Desktops	1 1	3 2	0 0	4 3

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Application Services	Tracy Goble	Product Total	1 1	3 2	0 0	4 3
		Assigned to Individual Total		2 1	8 2	1 0	11 3
	Capitol Hosting	Conn Peterson	Gmail	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0
		Eileen Dubach	None	0 0	1 0	0 0	1 0
			Utah Master Directory	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Vicky Marrelli	None	0 0	2 0	0 0	2 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Product Total	0 0	4 0	0 0	4 0

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Help Desk	Assigned to Individual Total		0 0	9 0	0 0	9 0
	Metro B Desktop Support	Anthony Booyse	Adobe Acrobat	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			Product Total	0 0	8 0	0 0	8 0
		Bill Crowther	Internet Explorer	0 0	1 0	0 0	1 0
			None	0 0	21 0	0 0	21 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	23 0	0 0	23 0
		Cindy Reed	None	0 0	2 0	1 0	3 0
			Product Total	0 0	2 0	1 0	3 0
		Jay Locker	Microsoft Excel	0 0	1 0	0 0	1 0
			None	0 0	2 0	0 0	2 0
			Product Total	0 0	3 0	0 0	3 0

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As of 3/1/2012

Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	Ken Bolkcom	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	6 0	0 0	6 0
			Product Total	0 0	7 0	0 0	7 0
		Michael Barth	Microsoft Office Professional 2010	0 0	1 0	0 0	1 0
			None	0 0	18 1	0 0	18 1
			Product Total	0 0	19 1	0 0	19 1
		Tyler Pearce	Microsoft Office	0 0	1 0	0 0	1 0
			None	0 0	8 0	0 0	8 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Product Total	0 0	10 0	0 0	10 0
		Wayne Higgs	Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	10 0	0 0	10 0
			Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Metro B Desktop Support	Wayne Higgs	Product Total	0 0	13 0	0 0	13 0
		Assigned to Individual Total		0 0	85 1	1 0	86 1
	Metro B Help Desk	Ed Conrad	None	0 0	1 0	0 0	1 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	1 0	0 0	1 0
			Novell GroupWise 32-bit	0 0	1 0	0 0	1 0
			Product Total	0 0	5 0	0 0	5 0
		Gary Graham	None	0 0	4 1	0 0	4 1
			Novell GroupWise	0 0	1 0	0 0	1 0
			Novell Messenger	0 0	1 0	0 0	1 0
			PGP	0 0	1 0	0 0	1 0
			ZENworks for Desktops	0 0	3 2	0 0	3 2
			Product Total	0 0	10 3	0 0	10 3
		Gavin Barney	Novell Client for 32-bit Windows	0 0	1 0	0 0	1 0

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Metro B Help Desk	Gavin Barney	ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	2 0	0 0	2 0
		Janet Hongsyvilay	Ipads	0 0	1 0	0 0	1 0
			Microsoft Excel	0 0	1 0	0 0	1 0
			Microsoft Office	0 0	1 0	0 0	1 0
			Microsoft Office Professional 2010	0 0	3 0	0 0	3 0
			None	0 0	11 0	0 0	11 0
			Novell Client for 32-bit Windows	0 0	2 0	0 0	2 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	1 0	0 0	1 0
			Product Total	0 0	22 0	0 0	22 0
		Torri Randa	None	0 0	2 0	0 0	2 0
			Product Total	0 0	2 0	0 0	2 0
		Val Shepherd	Acrobat Reader	0 0	1 0	0 0	1 0

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Metro B Help Desk	Val Shepherd	Adobe Acrobat	0 0	1 0	0 0	1 0
			Cisco AnyConnect VPN	0 0	1 0	0 0	1 0
			Microsoft Word	0 0	1 0	0 0	1 0
			None	0 0	5 0	0 0	5 0
			Novell Client for 32-bit Windows	0 0	4 0	0 0	4 0
			Novell GroupWise	0 0	2 0	0 0	2 0
			ZENworks for Desktops	0 0	2 0	0 0	2 0
			Product Total	0 0	17 0	0 0	17 0
	Assigned to Individual Total			0 0	58 3	0 0	58 3
	Metro B Hosting	James Gramse	Microsoft Excel	0 0	1 0	0 0	1 0
			None	1 0	1 0	0 0	2 0
			Product Total	1 0	2 0	0 0	3 0
		Assigned to Individual Total			1 0	2 0	0 0
	Metro C Help Desk	Reed Stohel	Novell GroupWise	0 0	1 0	0 0	1 0

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Environmental Quality

				High	Low	Medium	MR Total	
Environmental Quality	Metro C Help Desk	Reed Stohel	Product Total	0 0	1 0	0 0	1 0	
		Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Security	Sharon Smith	None	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Assigned to Individual Total		0 0	1 0	0 0	1 0	
	Strategic Communications	Brian Walls	None	0 0	1 0	0 0	1 0	
			Product Total	0 0	1 0	0 0	1 0	
		Dennis Rogers	None	0 0	1 1	0 0	1 1	
			Product Total	0 0	1 1	0 0	1 1	
		Luis Larios	None	0 0	4 1	0 0	4 1	
			Product Total	0 0	4 1	0 0	4 1	
		Assigned to Individual Total		0 0	6 2	0 0	6 2	
		Voice Operations	Britany Finlay	Telephone	0 0	2 0	0 0	2 0
				Product Total	0 0	2 0	0 0	2 0

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Environmental Quality

				High	Low	Medium	MR Total
Environmental Quality	Voice Operations	Kelly Johnson	Telephone	0 0	3 0	0 0	3 0
			Product Total	0 0	3 0	0 0	3 0
		Leon Owen	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Romanza Hamblin Serrano	Telephone	0 0	1 0	0 0	1 0
			Product Total	0 0	1 0	0 0	1 0
		Assigned to Individual Total		0 0	7 0	0 0	7 0
	Assigned Group Total			3 1	178 8	2 0	183 9
Customer Company Total				3 1	178 8	2 0	183 9

Enterprise Incident Report February 2012

As of 3/1/2012

Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours			
				High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Bill Felt	None	0 0.00	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	0 0.00	1 0.00	1 0.00
		Martin Gonzalez	None	0 0.00	1 2.81	0 0.00	1 2.81
			Novell GroupWise	0 0.00	1 3.88	0 0.00	1 3.88
			Product Total	0 0.00	2 3.34	0 0.00	2 3.34
		Paul Lundell	Novell GroupWise	0 0.00	2 1.49	0 0.00	2 1.49
			Product Total	0 0.00	2 1.49	0 0.00	2 1.49
		Tony Larsen	None	0 0.00	1 4.93	0 0.00	1 4.93
			Novell GroupWise 32-bit	1 1.32	0 0.00	0 0.00	1 1.32
			Product Total	1 1.32	1 4.93	0 0.00	2 3.12
		Tracy Goble	ZENworks for Desktops	1 29.43	3 10.71	0 0.00	4 15.39

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Application Services	Tracy Goble	Product Total	1 29.43	3 10.71	0 0.00	4 15.39
		Assigned to Individual Total		2 15.38	8 5.84	1 0.00	11 7.04
	Capitol Hosting	Conn Peterson	Gmail	0 0.00	1 4.71	0 0.00	1 4.71
			Product Total	0 0.00	1 4.71	0 0.00	1 4.71
		Assigned to Individual Total		0 0.00	1 4.71	0 0.00	1 4.71
	Help Desk	Brenda Treadway	None	0 0.00	1 0.00	0 0.00	1 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	None	0 0.00	1 0.00	0 0.00	1 0.00
			Utah Master Directory	0 0.00	1 0.90	0 0.00	1 0.90
			Product Total	0 0.00	2 0.45	0 0.00	2 0.45
		Vicky Marrelli	None	0 0.00	2 0.00	0 0.00	2 0.00
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Product Total	0 0.00	4 0.00	0 0.00	4 0.00

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Help Desk	Assigned to Individual Total		0	9	0	9
				0.00	0.10	0.00	0.10
	Metro B Desktop Support	Anthony Booyse	Adobe Acrobat	0	1	0	1
				0.00	0.93	0.00	0.93
			None	0	6	0	6
				0.00	1.09	0.00	1.09
			Novell Client for 32-bit Windows	0	1	0	1
				0.00	1.51	0.00	1.51
			Product Total	0	8	0	8
				0.00	1.12	0.00	1.12
		Bill Crowther	Internet Explorer	0	1	0	1
				0.00	1.05	0.00	1.05
			None	0	21	0	21
				0.00	1.03	0.00	1.03
			ZENworks for Desktops	0	1	0	1
				0.00	1.90	0.00	1.90
			Product Total	0	23	0	23
				0.00	1.07	0.00	1.07
		Cindy Reed	None	0	2	1	3
				0.00	1.15	0.69	1.00
			Product Total	0	2	1	3
				0.00	1.15	0.69	1.00
		Jay Locker	Microsoft Excel	0	1	0	1
				0.00	1.57	0.00	1.57
			None	0	2	0	2
				0.00	1.20	0.00	1.20
			Product Total	0	3	0	3
				0.00	1.32	0.00	1.32

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Ken Bolkcom	Microsoft Office Professional 2010	0 0.00	1 1.45	0 0.00	1 1.45
			None	0 0.00	6 1.07	0 0.00	6 1.07
			Product Total	0 0.00	7 1.12	0 0.00	7 1.12
		Michael Barth	Microsoft Office Professional 2010	0 0.00	1 2.48	0 0.00	1 2.48
			None	0 0.00	18 1.31	0 0.00	18 1.31
			Product Total	0 0.00	19 1.37	0 0.00	19 1.37
		Tyler Pearce	Microsoft Office	0 0.00	1 0.19	0 0.00	1 0.19
			None	0 0.00	8 0.09	0 0.00	8 0.09
			Novell GroupWise	0 0.00	1 0.46	0 0.00	1 0.46
			Product Total	0 0.00	10 0.13	0 0.00	10 0.13
		Wayne Higgs	Microsoft Word	0 0.00	1 0.27	0 0.00	1 0.27
			None	0 0.00	10 1.21	0 0.00	10 1.21
			Novell Client for 32-bit Windows	0 0.00	1 2.63	0 0.00	1 2.63
			ZENworks for Desktops	0 0.00	1 0.09	0 0.00	1 0.09

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Metro B Desktop Support	Wayne Higgs	Product Total	0 0.00	13 1.16	0 0.00	13 1.16
		Assigned to Individual Total		0 0.00	85 1.06	1 0.69	86 1.06
	Metro B Help Desk	Ed Conrad	None	0 0.00	1 0.38	0 0.00	1 0.38
			Novell Client for 32-bit Windows	0 0.00	2 0.00	0 0.00	2 0.00
			Novell GroupWise	0 0.00	1 0.12	0 0.00	1 0.12
			Novell GroupWise 32-bit	0 0.00	1 0.00	0 0.00	1 0.00
			Product Total	0 0.00	5 0.13	0 0.00	5 0.13
		Gary Graham	None	0 0.00	4 3.54	0 0.00	4 3.54
			Novell GroupWise	0 0.00	1 0.12	0 0.00	1 0.12
			Novell Messenger	0 0.00	1 0.00	0 0.00	1 0.00
			PGP	0 0.00	1 2.25	0 0.00	1 2.25
			ZENworks for Desktops	0 0.00	3 7.29	0 0.00	3 7.29
			Product Total	0 0.00	10 3.84	0 0.00	10 3.84
		Gavin Barney	Novell Client for 32-bit Windows	0 0.00	1 0.98	0 0.00	1 0.98

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Metro B Help Desk	Gavin Barney	ZENworks for Desktops	0 0.00	1 3.06	0 0.00	1 3.06
			Product Total	0 0.00	2 2.02	0 0.00	2 2.02
		Janet Hongsyvilay	Ipads	0 0.00	1 0.33	0 0.00	1 0.33
			Microsoft Excel	0 0.00	1 0.07	0 0.00	1 0.07
			Microsoft Office	0 0.00	1 0.02	0 0.00	1 0.02
			Microsoft Office Professional 2010	0 0.00	3 0.35	0 0.00	3 0.35
			None	0 0.00	11 0.76	0 0.00	11 0.76
			Novell Client for 32-bit Windows	0 0.00	2 0.05	0 0.00	2 0.05
			Novell GroupWise	0 0.00	2 1.19	0 0.00	2 1.19
			ZENworks for Desktops	0 0.00	1 3.09	0 0.00	1 3.09
			Product Total	0 0.00	22 0.70	0 0.00	22 0.70
		Torri Randa	None	0 0.00	2 1.29	0 0.00	2 1.29
			Product Total	0 0.00	2 1.29	0 0.00	2 1.29
		Val Shepherd	Acrobat Reader	0 0.00	1 0.00	0 0.00	1 0.00

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Metro B Help Desk	Val Shepherd	Adobe Acrobat	0 0.00	1 0.45	0 0.00	1 0.45
			Cisco AnyConnect VPN	0 0.00	1 0.00	0 0.00	1 0.00
			Microsoft Word	0 0.00	1 0.87	0 0.00	1 0.87
			None	0 0.00	5 0.16	0 0.00	5 0.16
			Novell Client for 32-bit Windows	0 0.00	4 0.25	0 0.00	4 0.25
			Novell GroupWise	0 0.00	2 0.30	0 0.00	2 0.30
			ZENworks for Desktops	0 0.00	2 1.59	0 0.00	2 1.59
			Product Total	0 0.00	17 0.40	0 0.00	17 0.40
	Assigned to Individual Total			0 0.00	58 1.19	0 0.00	58 1.19
	Metro B Hosting	James Gramse	Microsoft Excel	0 0.00	1 1.32	0 0.00	1 1.32
			None	1 0.59	1 0.00	0 0.00	2 0.30
			Product Total	1 0.59	2 0.66	0 0.00	3 0.64
		Assigned to Individual Total			1 0.59	2 0.66	0 0.00
	Metro C Help Desk	Reed Stohel	Novell GroupWise	0 0.00	1 0.00	0 0.00	1 0.00

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Environmental Quality

				High	Low	Medium	ATTR Total
Environmental Quality	Metro C Help Desk	Reed Stohel	Product Total	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total		0 0.00	1 0.00	0 0.00	1 0.00
	Security	Sharon Smith	None	0 0.00	1 1.22	0 0.00	1 1.22
			Product Total	0 0.00	1 1.22	0 0.00	1 1.22
		Assigned to Individual Total		0 0.00	1 1.22	0 0.00	1 1.22
	Strategic Communications	Brian Walls	None	0 0.00	1 4.15	0 0.00	1 4.15
			Product Total	0 0.00	1 4.15	0 0.00	1 4.15
		Dennis Rogers	None	0 0.00	1 13.69	0 0.00	1 13.69
			Product Total	0 0.00	1 13.69	0 0.00	1 13.69
		Luis Larios	None	0 0.00	4 4.48	0 0.00	4 4.48
			Product Total	0 0.00	4 4.48	0 0.00	4 4.48
		Assigned to Individual Total		0 0.00	6 5.96	0 0.00	6 5.96
	Voice Operations	Britany Finlay	Telephone	0 0.00	2 0.29	0 0.00	2 0.29
			Product Total	0 0.00	2 0.29	0 0.00	2 0.29

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				High	Low	Medium	ATTR Total
Environmental Quality	Voice Operations	Kelly Johnson	Telephone	0 0.00	3 0.58	0 0.00	3 0.58
			Product Total	0 0.00	3 0.58	0 0.00	3 0.58
		Leon Owen	Telephone	0 0.00	1 0.47	0 0.00	1 0.47
			Product Total	0 0.00	1 0.47	0 0.00	1 0.47
		Romanza Hamblin Sorensen	Telephone	0 0.00	1 0.72	0 0.00	1 0.72
			Product Total	0 0.00	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total			0 0.00	7 0.50	0 0.00
	Assigned Group Total			3 10.45	178 1.42	2 0.35	183 1.56
Customer Company Total				3 10.45	178 1.42	2 0.35	183 1.56

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Environmental Quality

Detail

INC000000394740	Renette Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.35
	Application Services	Martin Gonzalez	Environmental Quality	Low	Closed	TTR Missed: No	3.88
INC000000444833	Kathryn Dozier	EIS Hardware	Scanner	None		TIR Missed: No	0.06
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	5.55
INC000000454015	Don Verbica	Application	Error	None		TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	3.07
INC000000455155	Edith VanVleet	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000455218	Lenora Sullivan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000455298	Roy Vanos	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.08
INC000000455436	Jeri Olsen	EIS Hardware	Printer	None		TIR Missed: No	0.19
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: No	3.59
INC000000455551	Edith Barker	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.08
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.09
INC000000455561	Arlene Lovato	Application	None	None		TIR Missed: No	0.27
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.46
INC000000455654	Walter Baker	Mobile Devices	Error	Ipads		TIR Missed: No	0.25
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.33
INC000000455674	Lenora Sullivan	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000455799	Rich Peterson	Network	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.40
INC000000455892	Alisa Westenskow	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000455950	Harold Burge	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000455963	Beverly Rasmussen	Application	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	1.68
INC000000456040	Rocky L Stonestreet Jr	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.49

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INC000000456043	Mary Fugate	Application	Error	Novell GroupWise	TIR Missed: No	0.39
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low Closed	TTR Missed: No	0.46
INC000000456157	Michael Zucker	PC/Laptop	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: Yes	6.24
INC000000456491	Mary Fugate	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000456537	Douglas Bacon	PC/Laptop	Error	None	TIR Missed: No	0.21
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.27
INC000000456605	David Hansen	PC/Laptop	None	None	TIR Missed: No	0.18
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	0.52
INC000000456625	David Hansen	Application	Error	None	TIR Missed: No	0.96
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	0.97
INC000000456634	Douglas Bacon	PC/Laptop	None	None	TIR Missed: No	0.25
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	0.29
INC000000456645	Scott T Anderson	Application	Error	None	TIR Missed: No	0.75
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low Closed	TTR Missed: No	0.75
INC000000456659	Scott Everett	Application	Error	Novell GroupWise	TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.59
INC000000456668	Jason Krebs	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
	Voice Operations	Britany Finlay	Environmental Quality	Low Closed	TTR Missed: No	0.16
INC000000456849	Robin Kelly	None	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.50
INC000000457373	Amanda Smith	None	None	None	TIR Missed: No	0.00
	Application Services	Bill Felt	Environmental Quality	Medium Closed	TTR Missed: No	0.00
INC000000457409	William Andes	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.02
INC000000457568	Heather Mickelson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.04
INC000000457573	Michael George Jr	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.67
INC000000457815	Spencer Wickham	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Kelly Johnson	Environmental Quality	Low Closed	TTR Missed: No	0.20
INC000000457823	Helge Gabert	Application	Reporting	Microsoft Office Professional 20	TIR Missed: No	0.30
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.35

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INC000000457859	Ying-Ying Macauley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.07
INC000000458175	Jeffrey Barrett	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: No	0.11
INC000000458271	Harold Sandbeck	Server	None	None	TIR Missed: No	0.00
	Metro B Hosting	James Gramse	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000458288	Edward Hickey	Network	Password	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000458457	Therron Blatter	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000458681	Gwyn Galloway	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.24
INC000000458682	Roy Van Os	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000458687	Doug Taylor	Application	Error	Adobe Acrobat	TIR Missed: No	0.14
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low Closed	TTR Missed: No	0.93
INC000000458887	Judy Etherington	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low Closed	TTR Missed: No	0.65
INC000000459224	Jillian Vause	Application	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000459229	Jesse McDonald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low Closed	TTR Missed: No	0.00
INC000000459415	Mike Givens	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low Closed	TTR Missed: No	0.53
INC000000459451	Connie Rauen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.12
INC000000459772	David Larsen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.07
INC000000459854	Steven Onysko	None	None	None	TIR Missed: No	0.12
	Application Services	Tony Larsen	Environmental Quality	Low Closed	TTR Missed: No	4.93
INC000000459925	Tony Howes	PC/Laptop	Virus	None	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low Closed	TTR Missed: No	1.03
INC000000460033	Michelle Horning	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low Closed	TTR Missed: No	0.02

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INC000000460086	Doug Tanner	PC/Laptop	Error	None		TIR Missed: No	0.04
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed: No	0.13
INC000000460145	Lisa Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.40
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.69
INC000000460171	Marsha Case	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.07
INC000000460554	Rhonda Thiele	Network	Password	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000460760	Scott Hanks	PC/Laptop	Virus	None		TIR Missed: No	0.09
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Closed	TTR Missed: No	1.76
INC000000460817	Emily Canton	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000460818	John Whitehead	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000460824	Kathryn Ostler	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000460889	Melissa Turchi	PC/Laptop	Hardware	None		TIR Missed: No	0.10
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.15
INC000000460892	William E Moore	Application	Error	None		TIR Missed: No	0.59
	Metro B Hosting	James Gramse	Environmental Quality	High	Closed	TTR Missed: No	0.59
INC000000461021	Doug Tanner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000461475	Pascaline Loricourt	Network	None	None		TIR Missed: No	0.73
	Security	Sharon Smith	Environmental Quality	Low	Closed	TTR Missed: No	1.22
INC000000461492	Michael Moss	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.28
INC000000461745	Harold Sandbeck	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.56
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	6.48
INC000000461762	Mat Carlile	Application	None	Microsoft Office		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.02
INC000000461820	JD Keetley	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.36
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.36
INC000000461822	Judy Etherington	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.33
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.33

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INC000000461904	Kim Viehweg	Remote Connectivity	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.20
INC000000461931	John Jenks	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000461941	Michelle Weis	PC/Laptop	Virus	None		TIR Missed: No	0.24
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.97
INC000000462061	Gwyn Galloway	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.91
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	2.13
INC000000462067	Carl Adams	None	None	Novell GroupWise		TIR Missed: No	0.26
	Application Services	Paul Lundell	Environmental Quality	Low	Closed	TTR Missed: No	1.37
INC000000462106	Doug Tanner	PC/Laptop	Error	None		TIR Missed: Yes	1.56
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Closed	TTR Missed: No	1.87
INC000000462196	Colleen Delaney	Application	Password	ZENworks for Desktops		TIR Missed: No	0.93
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.90
INC000000462243	Lori Knudsen	None	None	None		TIR Missed: Yes	2.67
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	3.21
INC000000462261	Bill Reiss	PC/Laptop	Error	None		TIR Missed: Yes	2.70
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: Yes	13.90
INC000000462286	Rhonda Thiele	Application	Error	ZENworks for Desktops		TIR Missed: Yes	2.80
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: Yes	13.83
INC000000462301	Dave Edwards	Application	Error	ZENworks for Desktops		TIR Missed: Yes	3.06
	Metro B Help Desk	Gavin Barney	Environmental Quality	Low	Closed	TTR Missed: No	3.06
INC000000462409	Allan Moore	Application	Error	ZENworks for Desktops		TIR Missed: Yes	1.74
	Application Services	Tracy Goble	Environmental Quality	Low	Resolved	TTR Missed: Yes	19.33
INC000000462412	Deborah McMurtrie	Application	Error	ZENworks for Desktops		TIR Missed: Yes	3.14
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	3.17
INC000000462429	Emily Canton	Application	Error	ZENworks for Desktops		TIR Missed: Yes	3.07
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	3.09
INC000000462447	Michael Yang	Network	Error	None		TIR Missed: Yes	3.40
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	3.51
INC000000462464	Marsha Case	Application	Error	None		TIR Missed: Yes	3.46
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	3.53
INC000000462546	Brad Holdaway	None	None	ZENworks for Desktops		TIR Missed: No	0.07
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Closed	TTR Missed: No	0.09

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INC000000462551	Lisa Mechem	None	None	None		TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.58
INC000000462558	Brad Holdaway	Application	Error	ZENworks for Desktops		TIR Missed: Yes	1.64
	Application Services	Tracy Goble	Environmental Quality	Low	Resolved	TTR Missed: Yes	12.80
INC000000462561	John Waldrip	Application	Error	None		TIR Missed: Yes	1.22
	Metro B Help Desk	Torri Randa	Environmental Quality	Low	Closed	TTR Missed: No	1.22
INC000000462590	Matthew Garn	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.98
	Metro B Help Desk	Gavin Barney	Environmental Quality	Low	Closed	TTR Missed: No	0.98
INC000000462601	Joan Thalmann	Application	Error	None		TIR Missed: Yes	1.36
	Metro B Help Desk	Torri Randa	Environmental Quality	Low	Closed	TTR Missed: No	1.36
INC000000462837	Sandy Dixon	Application	Error	ZENworks for Desktops		TIR Missed: No	0.11
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: Yes	8.00
INC000000462926	Keith E Eagan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000462971	Douglas Bacon	Application	Error	ZENworks for Desktops		TIR Missed: No	0.12
	Application Services	Tracy Goble	Environmental Quality	High	Resolved	TTR Missed: Yes	29.43
INC000000463011	Mary Fugate	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Application Services	Tracy Goble	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000463018	Karen Wehking	None	None	None		TIR Missed: No	0.71
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.71
INC000000463052	Sharon Anderson	None	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Ken Bolcom	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000463071	Lisa Mechem	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Ken Bolcom	Environmental Quality	Low	Resolved	TTR Missed: No	0.11
INC000000463148	Pam Jacob	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.09
INC000000463150	Spencer Wickham	None	None	Internet Explorer		TIR Missed: No	0.46
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.05
INC000000463206	David McCleary	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.06
INC000000463284	Rachael Cassady	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.92
INC000000463297	Michelle Weis	PC/Laptop	Hardware	None		TIR Missed: Yes	1.26
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.33

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INC000000463379	Mark Crim	Application	Error	None		TIR Missed: No	0.15
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	4.86
INC000000463382	Judy Etherington	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.03
INC000000463418	Christine Keyser	Network	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000463548	Doug Wong	Application	Error	Microsoft Word		TIR Missed: No	0.73
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.87
INC000000463801	Eva Nieminski	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000464022	Sheila Stone	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.69
INC000000464039	Douglas Bacon	PC/Laptop	Hardware	None		TIR Missed: No	0.64
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	0.82
INC000000464101	Daniel English	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.16
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	1.17
INC000000464112	zhu hao	None	None	Microsoft Word		TIR Missed: No	0.27
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.27
INC000000464138	Doug Tanner	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.33
INC000000464332	Carolyn Fritz	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.67
INC000000464352	Carolyn Fritz	EIS Hardware	Scanner	None		TIR Missed: No	0.21
	Strategic Communications	Luis Larios	Environmental Quality	Low	Resolved	TTR Missed: No	2.29
INC000000464385	Carlee Christoffersen	EIS Hardware	Printer	None		TIR Missed: No	0.21
	Strategic Communications	Brian Walls	Environmental Quality	Low	Resolved	TTR Missed: No	4.15
INC000000464398	Rachael Cassady	Application	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	1.80
INC000000464583	Michelle Weis	None	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.88
INC000000464865	Karma Kehler	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.91
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	1.47
INC000000465116	Judy Etherington	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00

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INC000000465343	Richard McKeague III	Application	Error	None		TIR Missed: No	0.64
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.77
INC000000465398	Douglas Bacon	PC/Laptop	Performance	None		TIR Missed: No	0.40
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.66
INC000000465418	Brad Holdaway	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000465472	Gwyn Galloway	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	2.49
INC000000465504	Lori Walker	Application	Password	Utah Master Directory		TIR Missed: No	0.90
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.90
INC000000465505	Teri Weiss	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000465566	David Larsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.15
INC000000465830	Deborah Ng	Billing	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000466014	Svetlana Kopytkovskiy	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.90
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.99
INC000000466049	Paul Wright	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.85
	Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	2.63
INC000000466104	Michelle Weis	PC/Laptop	Hardware	None		TIR Missed: No	0.27
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.56
INC000000466176	Ping Xi	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000466219	Kim Shelley	Application	Error	Adobe Acrobat		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.45
INC000000466300	Michelle Weis	PC/Laptop	Virus	None		TIR Missed: No	0.13
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	2.38
INC000000466351	Robert Herbert	Application	None	Acrobat Reader		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000466357	Carolyn Fritz	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.11
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	1.46
INC000000466430	Rik Ombach	PC/Laptop	Password	PGP		TIR Missed: No	0.29
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	2.25

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INC000000466450	Shirlie Van Wagoner	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00	
INC000000466486	Neil Taylor	Application	Error	Microsoft Excel		TIR Missed: No	0.13
Metro B Hosting	James Gramse	Environmental Quality	Low	Resolved	TTR Missed: No	1.32	
INC000000466613	Elisa Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.71
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.74	
INC000000466635	Bill Damery	PC/Laptop	Performance	None		TIR Missed: No	0.16
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.43	
INC000000466657	Mark Stanger	None	None	None		TIR Missed: No	0.16
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	0.19	
INC000000466660	Laurie Leib	Application	Error	Microsoft Excel		TIR Missed: No	0.88
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	1.57	
INC000000466667	Marianne Booth	None	None	None		TIR Missed: No	0.14
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.61	
INC000000466835	Kamille Endemano	PC/Laptop	Error	None		TIR Missed: No	0.22
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	2.38	
INC000000466870	Michelle Weis	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	1.82	
INC000000466886	Benjamin Brown	None	None	None		TIR Missed: No	0.00
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	1.64	
INC000000466913	Michelle Weis	PC/Laptop	Error	None		TIR Missed: No	0.29
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	1.40	
INC000000466923	Seth Arens	Application	Error	Microsoft Office		TIR Missed: No	0.19
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.19	
INC000000467240	David Snyder	Application	Password	Novell GroupWise		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00	
INC000000467271	Michelle Weis	PC/Laptop	None	None		TIR Missed: No	0.20
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.20	
INC000000467327	Harold Sandbeck	EIS Hardware	None	None		TIR Missed: No	0.35
Strategic Communications	Dennis Rogers	Environmental Quality	Low	Resolved	TTR Missed: Yes	13.69	
INC000000467356	Rolf Johnson	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.06
Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	2.48	
INC000000467400	Robert Herbert	Application	Error	None		TIR Missed: No	0.51
Metro B Desktop Support	Wayne Higgs	Environmental Quality	Low	Resolved	TTR Missed: No	1.87	

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INC000000467522	Philip Harrison	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000467654	Michelle Weis	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Resolved	TTR Missed: No	1.45
INC000000467697	Craig Silotti	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000467703	Ying-Ying Macauley	None	None	Novell Messenger	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000467946	Michelle Weis	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000468312	Philip Griffin	Application	Reporting	None	TIR Missed: No	0.00
Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000468367	Megan Walsh	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.74
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	1.51
INC000000468374	Megan K Walsh	Telecom	Voice Mail	Telephone	TIR Missed: No	0.42
Voice Operations	Britany Finlay	Environmental Quality	Low	Resolved	TTR Missed: No	0.42
INC000000468538	Frank Stehno	None	None	Gmail	TIR Missed: Yes	4.71
Capitol Hosting	Conn Peterson	Environmental Quality	Low	Resolved	TTR Missed: No	4.71
INC000000468630	Philip Griffin	Network	Error	None	TIR Missed: No	0.23
Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Resolved	TTR Missed: No	0.38
INC000000468634	Megan K Walsh	Telecom	Voice Mail	Telephone	TIR Missed: No	0.37
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.45
INC000000468641	Thomas Ball	Application	None	None	TIR Missed: Yes	2.80
Application Services	Martin Gonzalez	Environmental Quality	Low	Resolved	TTR Missed: No	2.81
INC000000468864	John Whitehead	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	0.72
INC000000468913	Kathryn Dozier	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Resolved	TTR Missed: No	1.39
INC000000468944	Tom Rushing	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000469014	Bob Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000469157	Kim Viehweg	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Resolved	TTR Missed: No	1.37

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INC000000469200	Ilene Staker	None	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Medium	Resolved	TTR Missed: No	0.69
INC000000469209	Russell Topham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000469258	Brianna Ariotti	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000469293	Brianna Ariotti	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Paul Lundell	Environmental Quality	Low	Resolved	TTR Missed: No	1.61
INC000000469330	Carolyn Fritz	None	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	2.88
INC000000469505	Patrick Sheehan	Telecom	Voice Mail	Telephone		TIR Missed: No	0.47
	Voice Operations	Leon Owen	Environmental Quality	Low	Resolved	TTR Missed: No	0.47
INC000000469562	Shairose Falahati Nini	PC/Laptop	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Ken Bolkcom	Environmental Quality	Low	Resolved	TTR Missed: No	2.10
INC000000469746	Doug Tanner	None	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	0.71
INC000000470050	Robert Grandy	Telecom	None	Telephone		TIR Missed: No	0.19
	Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	1.08
INC000000470110	Kim Shelley	PC/Laptop	Hardware	None		TIR Missed: No	0.45
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	1.15
INC000000470181	Ralph Bohn	None	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Michael Barth	Environmental Quality	Low	Resolved	TTR Missed: No	0.48
INC000000470356	Beverly Rasmussen	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Application Services	Tony Larsen	Environmental Quality	High	Resolved	TTR Missed: No	1.32
INC000000470370	Jodie Swanson	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Ed Conrad	Environmental Quality	Low	Resolved	TTR Missed: No	
INC000000470376	Diane Hernandez	Application	Error	Novell GroupWise		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.12